

## EDITED KSA LISTING

### CLASS: Labor Relations Manager I

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

	<b>Knowledge of:</b>
<b>K1.</b>	Extensive knowledge of the principles and scope of collective bargaining processes in the private or public sectors to ensure compliance with various laws, rules, regulations, etc. and represent the interest of the department.
<b>K2.</b>	Extensive knowledge of the principles of management rights (e.g. hire, discipline, promote, assign, etc.) representation rights (e.g. rank and file, excluded, etc.) and unfair practices to effectively administer all labor relations policies, practices, procedures, etc.
<b>K3.</b>	Technical knowledge of State and Federal labor law, rules, and procedures applicable to the public sector to effectively administer all labor relations policies, practices, procedures, etc.
<b>K4.</b>	Extensive working knowledge of standard negotiating strategies, tactics, and impasse procedures to represent the department and reach mutual resolution with labor unions.
<b>K5.</b>	Comprehensive knowledge of grievance handling procedures to fulfill the requirements specified in bargaining unit agreements and/or excluded employee grievance laws and rules and to represent the interest of the department.
<b>K6.</b>	General knowledge of data sources pertaining to public sector employer/employee relations to effectively administer all labor relations policies, practices, procedures, etc.
<b>K7.</b>	Basic knowledge of state personnel management systems to effectively administer all labor relations policies, practices, procedures, etc and to provide appropriate leadership and management.
<b>K8.</b>	Basic knowledge of patterns in public negotiations and arbitration decisions to effectively administer all labor relations policies, practices, procedures, etc.
<b>K9.</b>	Advanced knowledge of administrative procedures and practices for various dispute resolution hearings (e.g. arbitration, mini-arbitration, unfair labor practice charges, etc.) to effectively support the interest of the department.
<b>K10.</b>	Basic knowledge of the principles of supervision and training to provide appropriate leadership and management to staff.
<b>K11.</b>	Basic knowledge of the manager's role, the processes available and the department's EEO objectives in order to provide a discrimination and harassment free workplace.
<b>K12.</b>	Basic knowledge of training methods and techniques to develop and provide training programs and presentations to staff.
<b>K13.</b>	<b>Basic technical knowledge of mathematical methodology sufficient to prepare costing of labor contract proposals to effectively support the interest of the department.</b>

Bold text-indicates not on Classification Spec.

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<b>K14.</b>	<b>Basic knowledge of the fiscal management process (e.g. Budget Concept Statement, Budget Change Proposal, etc.) to make desired recommendations and/or changes to program or division budgets.</b>
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	<b>Skill to:</b>
S1.	Skill in negotiating labor contracts to support the interest of the department .
S2.	<b>Skill to operate a personal computer in order to perform daily managerial duties (e.g. reports, tracking systems, presentation/training materials, etc.)</b>
S3.	<b>Skill in conducting interviews, inspections and investigations including methods and techniques of gathering and analyzing evidence to appropriately respond to verbal and written grievances, complaints, inquiries.</b>
S4.	Skill to work effectively with all levels of management to effectively direct, implement and administer labor/management relations law, policies and procedures, and negotiated agreements.
S5.	Skill to interpret and apply labor law, rules, regulations, policies, procedures, precedents, and labor agreement provisions in order to accurately advise, recommend or direct managers/supervisors on the appropriate implementation of the law and/or negotiated contract agreements.
S6.	Skill to develop training programs in employer/employee relations for excluded staff in order to provide updates, information regarding labor relations law, policies and procedures or MOU's.
S7.	Skill to analyze situations or data accurately in order to develop an effective course of action.
S8.	Skill to conduct research in order to obtain and/or support information/data regarding labor relation activities.
S9.	Skill to communicate effectively in order to exchange information and/or provide direction to staff and others
S10.	Skill to supervise, train and evaluate staff in order to maintain consistency and achieve program objectives.
S11.	Skill to coordinate labor relations activities among interested parties (e.g. departments, employee organizations, management team, etc.) to effectively administer the labor relations program.
S12.	Skill to effectively promote the department's EEO objectives in order to maintain a work environment, which is free of discrimination and harassment.

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	<b>Ability to:</b>
A1.	Ability to use good judgment and make sound decisions in critical situations
A2.	Ability to handle stressful or sensitive situations with tact and labor/management diplomacy in order to achieve a desired outcome.
A3	Ability to work cooperatively and maintain control when meeting with interested parties (e.g. employee organizations, management team, etc.) sometimes under severe emotional pressure and after long hours of negotiations in order to achieve a desired outcome.